

**UNIVERSITI TEKNOLOGI MARA**

**AN INVESTIGATION ON ORAL COMMUNICATION  
APPREHENSION IN CLASSROOMS AMONG FINAL  
YEAR UNDERGRADUATES OF ELECTRICAL  
ENGINEERING IN UiTM**

**NIK NURUL AIN BINTI NIK AB KADIR**

A dissertation in partial fulfilment of the requirements for the degree of  
**Master of Education**  
**(TEACHING ENGLISH AS SECOND LANGUAGE)**

**FACULTY OF EDUCATION**

Feb 2014

## AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This topic has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

In the event that my dissertation be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and agree be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.


Name of Candidate : Nik Nurul Ain Binti Nik Ab Kadir

Candidate ID. No. : 2011220738

Programme : Master of Education (Teaching English as Second Language)

Faculty : Education

Thesis Tittle : An Investigation on Oral Communication Apprehension in  
Classrooms Among Final Year Undergraduates of Electrical  
Engineering in UiTM

Signature of Candidate:  .....

Date : DECEMBER 2013

## ABSTRACT

English is widely used and becomes the means of communication for most countries in the recent years. In Malaysia, English language has become the second language used after the official language, Bahasa Malaysia. The need for English oral communication skills is seen in working disciplines and engineering is not exceptional. However, communication apprehension could be the hindrance for fresh graduates especially when employers highlight on good English oral communication skills as one of the criteria for employment. Communication apprehension among final year undergraduates is a worthy of investigation because it is a factor that affects communicative competence. Specifically, the study examines 1) the level of communication apprehension (CA) among final year students of Electrical Engineering (EE), 2) how EE students participate in the classroom, 3) the techniques used by lecturers in classroom oral activities, 4) EE students' opinions on the techniques used by lecturers in oral classroom activities and 5) EE students' preferred techniques used by lecturers in classroom oral activities. Data for this study is obtained through an interview and a survey questionnaire administered to 60 final year undergraduates of EE in UiTM Shah Alam. Findings suggest that most of the students experience average level of communication apprehension. In oral classroom activities, there are several techniques used by lecturers to encourage the students to participate. However, the students have their own preferences on the techniques used by lecturers in oral classroom activities. Thus, lecturers must learn to identify appropriate techniques that fit students' preferences and be able to reduce students' communication apprehension. In this way, the teacher will have the awareness about the learning process of the oral skills defined along the construct of communication apprehension.

*Keywords: ESL, oral communication skills, communication apprehension, engineering final year undergraduates*

## ABSTRAK

Bahasa Inggeris adalah bahasa yang digunakan secara meluas dan menjadi medium komunikasi bagi kebanyakan negara pada tahun-tahun kebelakangan ini. Di Malaysia, Bahasa Inggeris telah menjadi bahasa kedua digunakan selepas bahasa rasmi, Bahasa Malaysia. Keperluan untuk Bahasa Inggeris kemahiran berkomunikasi secara lisan dilihat dalam disiplin kerja dan kejuruteraan juga tidak terkecuali. Walau bagaimanapun, kekhuatiran berkomunikasi boleh menjadi penghalang untuk graduan baru terutamanya apabila majikan menekankan kemahiran komunikasi lisan di dalam Bahasa Inggeris yang baik sebagai salah satu kriteria untuk peluang pekerjaan. Kebimbangan berkomunikasi di dalam Bahasa Inggeris di kalangan pelajar tahun akhir adalah wajar dijalankan penyiasatan kerana ia merupakan salah satu faktor yang memberi kesan kepada kecekapan komunikatif. Khususnya, kajian ini mengkaji 1) tahap kebimbangan berkomunikasi di kalangan pelajar tahun akhir Kejuruteraan Elektrik (EE), 2) bagaimana pelajar EE mengambil bahagian di dalam kelas, 3) teknik yang digunakan oleh pensyarah dalam aktiviti lisan Bahasa Inggeris sewaktu proses pembelajaran, 4) pendapat mengenai teknik yang digunakan oleh pensyarah dalam aktiviti lisan Bahasa Inggeris dan 5) pilihan pelajar EE tentang teknik yang digunakan oleh pensyarah dalam aktiviti lisan Bahasa Inggeris di dalam kelas. Data bagi kajian ini diperolehi melalui temu bual dan soal kaji selidik diberikan kepada 60 pelajar tahun akhir di UiTM EE Shah Alam. Hasil kajian menunjukkan bahawa kebanyakan pelajar mengalami tahap purata kebimbangan komunikasi. Dalam aktiviti lisan Bahasa Inggeris di dalam kelas, terdapat beberapa teknik yang digunakan oleh pensyarah untuk menggalakkan pelajar untuk mengambil bahagian. Walau bagaimanapun, pelajar mempunyai pilihan mereka sendiri terhadap teknik yang digunakan oleh pensyarah dalam aktiviti lisan Bahasa Inggeris di dalam kelas. Oleh itu, pensyarah perlulah belajar untuk mengenal pasti teknik yang sesuai yang patut pelajar pilihan dan dapat mengurangkan kebimbangan dalam berkomunikasi bagi para pelajar. Dengan cara ini, pensyarah akan mempunyai kesedaran tentang proses pembelajaran mengenai kemahiran lisan Bahasa Inggeris.

Kata kunci: ESL, kemahiran berkomunikasi secara lisan, kekhuatiran berkomunikasi, pelajar kejuruteraan tahun akhir

## ACKNOWLEDGEMENT

I wish to express my sincere gratitude to the Most Gracious and Merciful Allah S.W.T for the patience and strength given to me upon completing this research. Also, I would like to express my appreciation to my beloved parents, family members, and friends whose prayers and wishes are source of my inspiration, their motivation and encouragement enable me to successfully complete the research. Without my friends and family, I hardly have the motivation to accomplish the research.

I am deeply indebted to my supervisor, Dr. Siti Salina Binti Ghazali, the person who patiently read my draft copies, listened to my anxieties upon conducting the research, her stimulating suggestions and ideas, and encouragement helped me a lot throughout the time I was doing this research. Her patience and constructive comments helped me to improve my work.

Also, I would like to thank all my lecturers for their insightful comments and motivation. My final year has been very magnificent and less stressful because of them around. All the advice and experience shared were something that I could never found in the classroom.

Last but not least, I am very thankful to everyone who has helped me throughout conducting the research, directly and indirectly. All the data provided and the hospitality during collecting the data are highly appreciated.